

**CLAIMS:**

1. A system for delivering information services to the users of a wireless Local Area Network (W-LAN) installation comprising a plurality of access points, distributed around the installation and providing wireless access to the installation; the system including means for identifying an access point receiving an information request from a mobile user of the installation, for correlating the position of that access point relative to the installation with that of at least one other access point and/or with the position of at least one other feature of the site covered by the W-LAN installation, depending upon the nature of the request, and for utilising the correlated positional information when supplying the requested information to the mobile user via said first-mentioned access point.
2. A system according to Claim 1, wherein the correlated positional information, or information derived therefrom, is contained in the information supplied to the mobile user, as an orientational aid to the user.
3. A system according to Claim 1 or Claim 2, wherein the information supplied to the user is graphical.
4. A system according to Claim 3, wherein the graphical information supplied to the user displays part at least of the correlated positional information so as to assist the user in locating a feature about which a specific information request has been submitted and/or in which the request itself or a profile of the user's interests indicates potential interest.

5. A system according to claim 4, comprising a data storage, acquisition and delivery component of the installation configured to perform said functions of identifying said access point receiving an information request from a mobile user of the installation, correlating the position of that access point relative to the installation with that of at least one other access point and/or with the position of at least one other feature of the site covered by the W-LAN installation, and utilising the correlated positional information when supplying the requested information to the mobile user.

6. A system according to Claim 5, wherein the data storage, acquisition and delivery component comprises a service selection gateway (SSG) device connected and configured to handle all information requests made to the W-LAN installation.

7. A system according to Claim 5 or Claim 6, wherein the data storage, acquisition and delivery component is capable of logging, within a given time period, all communications from each individual user with the W-LAN installation, whereby, in the event that a user is mobile relative to the installation to the extent that different communications are made via different access points, the direction of travel of the user within the installation can be recognised.

8. A system according to Claim 7, wherein said information as to the direction of user travel is used to help the user to locate a specific target feature identified in an information request submitted by the user, and/or to alert the user to the presence of a feature of potential interest.

9. A system according to any preceding claim, wherein the information supplied to the user is textual.

10. A system according to any preceding claim, wherein the information supplied to the user is audio-based.

11. A system according to any preceding claim, configured to handle information provided to the installation by a user in addition to the supply of requested and/or other relevant information to the user.

12. A method of providing information to a user of a mobile station operating in a wireless Local Area Network (W-LAN) which network comprises a plurality of locationally spaced wireless access points, the method comprising:

receiving at one of the access points a signal transmitted from the mobile station;

identifying which access point the signal has been received at; and

transmitting to the mobile station information relating to the area in which the identified access point is located.